

Property Appraisal

Business Plan Report

Customer

Objective Name	Owner(s)
Improved Customer Satisfaction with the Property Appraisal Process	Frank Jacobs Gloria Lampley Lazaro Solis

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Expand Public Service Request Tracking System	Gloria Lampley Michael Postell Marcus Saiz Lazaro Solis	Enable County departments and their service partners to deliver quality customer service
Transition to 311 Answer Center	Gloria Lampley Michael Postell	Ensure the financial viability of the County through sound financial management practices
Implement Customer Feedback Plan	Pedro Hernandez Gloria Lampley Michael Postell Lazaro Solis	Parent Objectives (ES1.4) Satisfied customers (ES8.5) Effective County tax collection and property appraisal process

Measures	Owner(s)
Percentage of calls responded to within 72 hours	Gloria Lampley Michael Postell Lazaro Solis
Percentage of Department's response to public service telephone calls forwarded from the County's 311 Call Center within 72 hours.	

Performance Graph	Initiatives Linked To Measure	Owner(s)															
<div>Percentage of calls responded to withi... <table border="1"><thead><tr><th>Period</th><th>Actual (%)</th><th>Goal (%)</th></tr></thead><tbody><tr><td>FY05 Q4</td><td>100</td><td>100</td></tr><tr><td>FY06 Q2</td><td>85</td><td>100</td></tr><tr><td>FY06 Q4</td><td>-</td><td>100</td></tr><tr><td>FY07 Q2</td><td>-</td><td>100</td></tr></tbody></table><div>↑ good direction updated: 3/31/2006</div></div>	Period	Actual (%)	Goal (%)	FY05 Q4	100	100	FY06 Q2	85	100	FY06 Q4	-	100	FY07 Q2	-	100		
Period	Actual (%)	Goal (%)															
FY05 Q4	100	100															
FY06 Q2	85	100															
FY06 Q4	-	100															
FY07 Q2	-	100															
	Child Measures Linked To Measure																
	ACTUAL GOAL DATE																

Percentage of Public Service Requests resolved in 30 days.	Michael Postell Lazaro Solis Gloria Lampley
Public service requests resolved within 30 days consist of correspondence, in-person, PA-WEB page, and telephone.	

Performance Graph	Initiatives Linked To Measure	Owner(s)																					
<div>Percentage of Public Service Requests ... <table border="1"><thead><tr><th>Period</th><th>Actual (%)</th><th>Goal (%)</th></tr></thead><tbody><tr><td>Oct 2005</td><td>90</td><td>100</td></tr><tr><td>Dec 2005</td><td>90</td><td>100</td></tr><tr><td>Feb 2006</td><td>85</td><td>100</td></tr><tr><td>Apr 2006</td><td>-</td><td>100</td></tr><tr><td>Jun 2006</td><td>-</td><td>100</td></tr><tr><td>Aug 2006</td><td>-</td><td>100</td></tr></tbody></table></div>	Period	Actual (%)	Goal (%)	Oct 2005	90	100	Dec 2005	90	100	Feb 2006	85	100	Apr 2006	-	100	Jun 2006	-	100	Aug 2006	-	100		
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	Child Measures Linked To Measure																						
	ACTUAL GOAL DATE																						

Objective Name

Expand the department's Citizen Education & Outreach Program

Owner(s)

Gloria Lampley Michael Postell Lazaro Solis

Initiatives Linked To Objective

Develop Outreach Program Survey

Owner(s)

Gloria Lampley Michael Postell Lazaro Solis

GrandParent Objectives

Parent Objectives

Measures

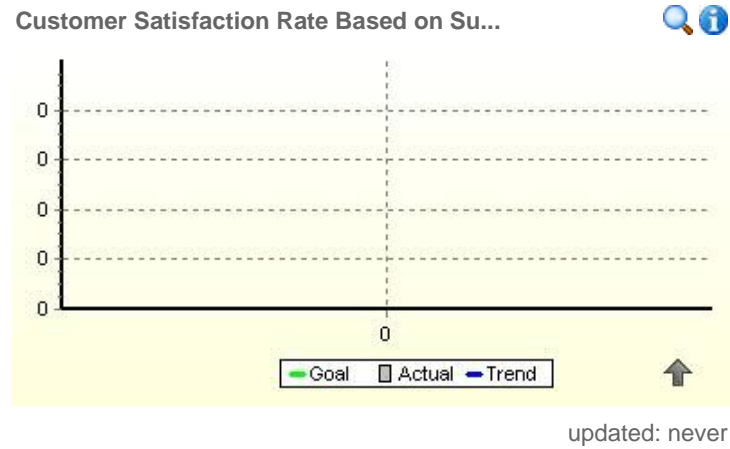
Customer Satisfaction Rate Based on Surveys

Owner(s)

Gloria Lampley Michael Postell Lazaro Solis

The satisfaction rate based on taxpayer's surveyed.

Performance Graph



Initiatives Linked To Measure

Develop Outreach Program Survey

Owner(s)

Lazaro Solis

Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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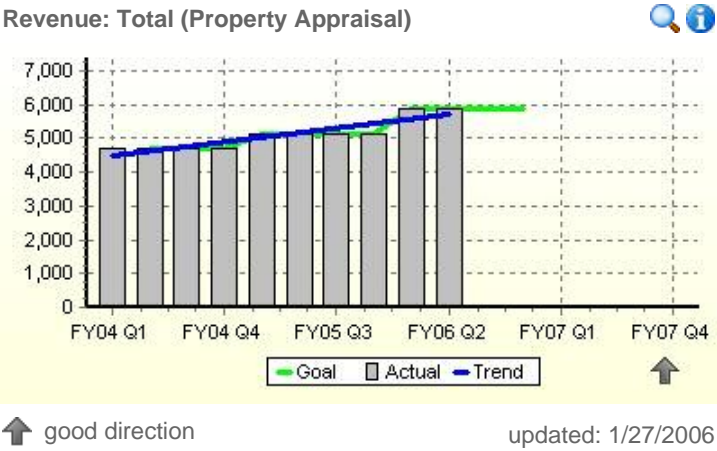
Financial

Objective Name	Owner(s)
Meet Budget Targets (Property Appraisal)	Frank Jacobs Gloria Lampley

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		Planned necessary resources to meet current and future operating and capital needs (priority outcome)
		Parent Objectives
		(ES8.2.1) Meet Budget Targets

Measures	Owner(s)
Revenue: Total (Property Appraisal)	Frank Jacobs Gloria Lampley
Total revenue in \$1,000s (from FAMIS)	

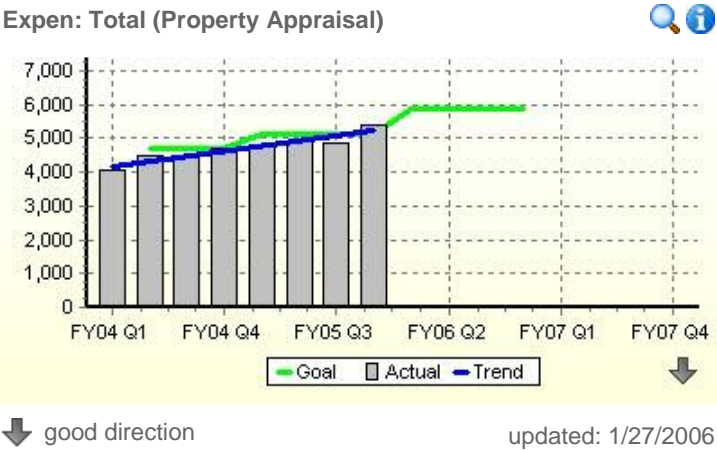
Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
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Expen: Total (Property Appraisal)	Frank Jacobs Gloria Lampley
Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)	

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Expen: Personnel (Property Appraisal)	\$4,625	\$4,685	FY05 Q4
Expen: Other Operating (Property Appraisal)	\$769	\$423	FY05 Q4
Expen: Capital (Property Appraisal)	\$0	\$4	FY05 Q4

Internal

Objective Name	Owner(s)
Improved accuracy and integrity of tax appraisal process	Frank Jacobs

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		Ensure the financial viability of the County through sound financial management practices
		Parent Objectives
		(ES8.5) Effective County tax collection and property appraisal process

Measures	Owner(s)
Property Roll Approval Standard	Marcus Saiz Gloria Lampley
Department of Revenue's Overall Level of Assessment to Sales Ratio that is no less than 90%	

Performance Graph	Initiatives Linked To Measure	Owner(s)
<div><div><div>Property Roll Approval Standard</div><div>↑ good direction</div><div>updated: 3/27/2006</div></div></div>	Complete Real Estate Inspection & Processing Cycle	Gloria Lampley Marcus Saiz Lazaro Solis
	Process Property Ownership & Sales Information	Gloria Lampley Marcus Saiz Lazaro Solis
	Completion of sales analysis/pricing cycle	Gloria Lampley Marcus Saiz
	Completion of Personal Property Field Inspections	Gloria Lampley Lazaro Solis
	Review of tangible personal property returns	Gloria Lampley Lazaro Solis
	Processing of exemption applications	Gloria Lampley Michael Postell
	Child Measures Linked To Measure	
		ACTUAL GOAL DATE

Objective Name	Owner(s)
Implementing a Computer Aided Mass Appraisal system	Lazaro Solis

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Complete initial electronic data conversion	Gloria Lampley Lazaro Solis	Ensure the financial viability of the County through sound financial management practices
Complete analysis and design	Gloria Lampley Lazaro Solis	Ensure the financial viability of the County through sound financial management practices
Complete system implementation	Gloria Lampley Lazaro Solis	(ES8.4) Cohesive, standardized countywide financial systems and processes
Complete user training	Gloria Lampley Lazaro Solis	(ES8.5) Effective County tax collection and property appraisal process

Measures	Owner(s)
Implementing CAMA System for 2007 assessment roll	Gloria Lampley Lazaro Solis
Have the CAMA and present ETSD mainframe system running parallel as of May 31, 2007.	

Performance Graph

Implementing CAMA System for 2007 asse...

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Percent of Business Analysis and System Design Completed	Frank Jacobs	Gloria Lampley	Lazaro Solis
The amount of business analysis and system design required in order to implement the CAMA System. The progress will be reflected as a percentage.			

Performance Graph

Percent of Business Analysis and Syste...

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Percent of Data Converted	Frank Jacobs	Gloria Lampley	Lazaro Solis
How much of the mainframe and distributed system data has been converted; shown as a percentage.			

Performance Graph

Percent of Data Converted



updated: never

Initiatives Linked To Measure

Complete initial electronic data conversion

Owner(s)



Gloria Lampley
Lazaro Solis

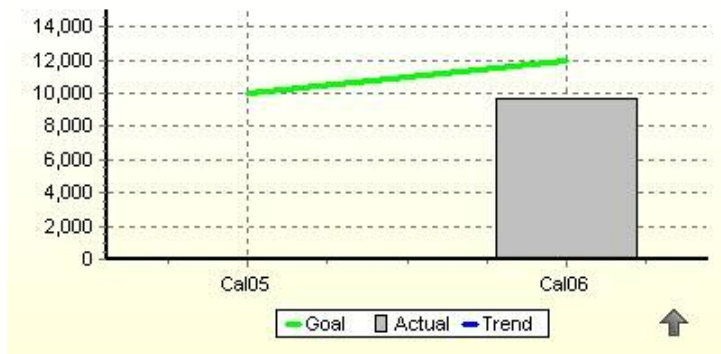
Child Measures Linked To Measure

ACTUAL GOAL DATE

Objective Name	Owner(s)		
Produce a Yearly Certified Assessment Roll	Gloria Lampley Lazaro Solis		
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives	
Provide June 1 Estimate to all Taxing Authorities	Gloria Lampley Lazaro Solis	Parent Objectives	
Complete Real Estate Inspection & Processing Cycle	Gloria Lampley Marcus Saiz Lazaro Solis		
Process Property Ownership & Sales Information	Frank Jacobs Gloria Lampley Marcus Saiz Lazaro Solis		
Completion of sales analysis/pricing cycle	Gloria Lampley Marcus Saiz Lazaro Solis		
Prepare and submit property transfer data (sales) to State of Florida.	Gloria Lampley Lazaro Solis		
Processing of exemption applications	Gloria Lampley Michael Postell Marcus Saiz Lazaro Solis		
Prepare and submit DR 420 forms	Gloria Lampley Marcus Saiz Lazaro Solis		
Submit Recapitulation Reports and Preliminary Tax Roll	Gloria Lampley Marcus Saiz Lazaro Solis		
Process the proposed and rollback millage rates	Gloria Lampley Marcus Saiz Lazaro Solis		
Print and mail TRIM notices	Gloria Lampley Marcus Saiz Lazaro Solis		
Conduct Interview Period	Gloria Lampley Michael Postell Marcus Saiz Lazaro Solis		
Process Final Millage Rates	Gloria Lampley Michael Postell Marcus Saiz Lazaro Solis		
Submit Assessment Roll to the Tax Collector	Gloria Lampley Marcus Saiz Lazaro Solis		
Submit Cerified Tax Roll to Department of Revenue	Gloria Lampley Michael Postell Marcus Saiz Lazaro Solis		
Completion of Personal Property Field Inspections	Gloria Lampley Marcus Saiz Lazaro Solis		
Review of tangible personal property returns	Gloria Lampley Marcus Saiz Lazaro Solis		

Measures	Owner(s)
Number of Real Estate Field Inspections Conducted	Marcus Saiz Gloria Lampley Lazaro Solis
Physical field inspections of building permits for new construction, maintenance items, and million dollar properties to be added to or updated for the yearly assessment roll.	

Performance Graph	Initiatives Linked To Measure	Owner(s)		
Number of Real Estate Field Inspection...	 	Child Measures Linked To Measure		
		ACTUAL	GOAL	DATE



↑ good direction

updated: 3/31/2006

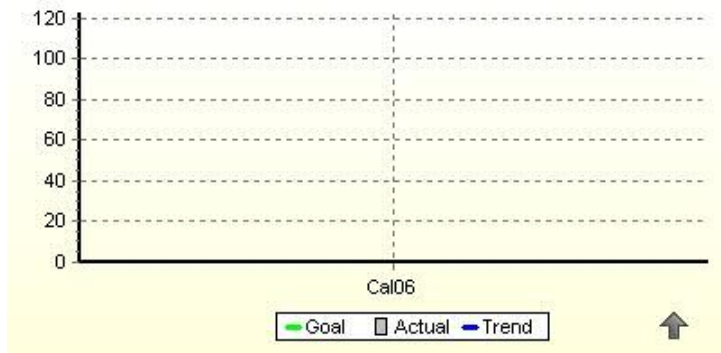
Percent of exemption applications processed by June 15

Gloria Lampley Michael Postell Lazaro Solis

Percentage of timely filed applications processed and entered for personal and institutional exemptions.

Performance Graph

Percent of exemption applications proc...



updated: never

Initiatives Linked To Measure

Processing of exemption applications

Owner(s)

Gloria Lampley
Michael Postell

Child Measures Linked To Measure

ACTUAL	GOAL	DATE
-	-	-

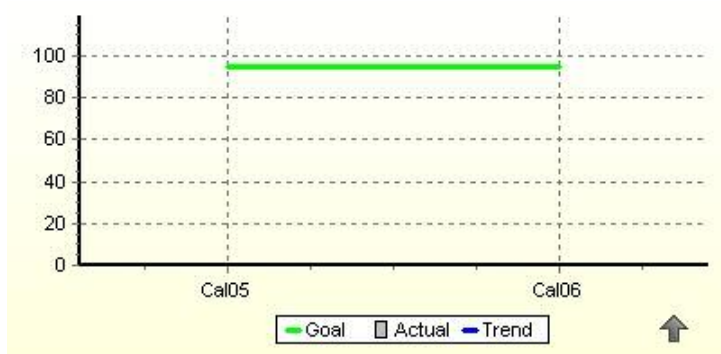
Percent of property ownership and sales data processed by January 31

Gloria Lampley Marcus Saiz Lazaro Solis

Percentage of changes in property ownership and sales information processed into the Property Appraisal Database using the Clerk of Court's (COC) imaging system.

Performance Graph

Percent of property ownership and sale...



updated: never

Initiatives Linked To Measure

Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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Owner(s)

Percent of sales analysis/pricing cycle by June 15

Marcus Saiz Gloria Lampley Lazaro Solis

Processing cycle completed within set deadlines needed to meet the Department of Revenue July 1 submission date.

Performance Graph

Initiatives Linked To Measure

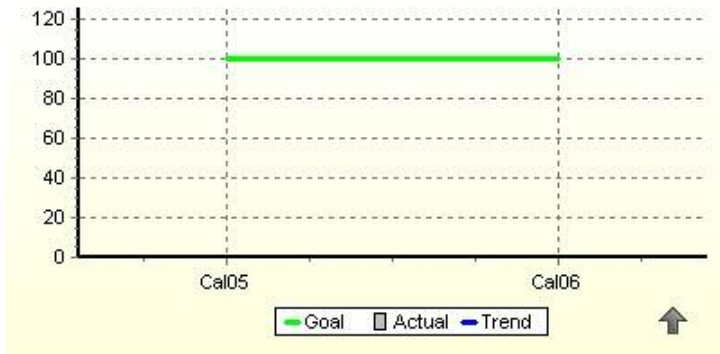
Owner(s)

Percent of sales analysis/pricing cycl...



Child Measures Linked To Measure

ACTUAL GOAL DATE



updated: never

Percentage of personal property returns reviewed by June 15.

Gloria Lampley Lazaro Solis

The in-house review and analysis of tangible personal property returns submitted by taxpayer.

Performance Graph

Initiatives Linked To Measure

Owner(s)

Percentage of personal property return...

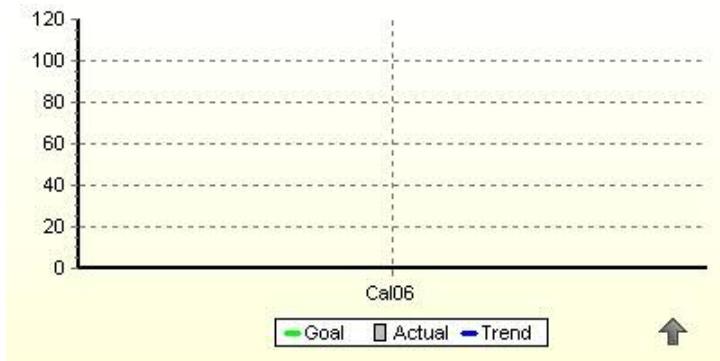


Review of tangible personal property returns

Gloria Lampley
Lazaro Solis

Child Measures Linked To Measure

ACTUAL GOAL DATE



updated: never

Objective Name	Owner(s)
Improve Agricultural Classification Process	Frank Jacobs Gloria Lampley Marcus Saiz Lazaro Solis

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Review Financial Information for All Agricultural Properties	Lazaro Solis	
Review Legal Arguments Prior to a Value Adjustment Board Hearing	Lazaro Solis	
Review Results of Value Adjustment Board Cases Granted	Frank Jacobs Gloria Lampley Lazaro Solis	Parent Objectives
Work with State Legislators to Effect Revisions to FI Statutes	Lazaro Solis	

Measures	Owner(s)
Percent of AG Financial Data Received and Reviewed	Frank Jacobs Gloria Lampley Marcus Saiz Lazaro Solis
The number of AG financial reports reviewed based on the number of AG properties.	

Performance Graph

Percent of AG Financial Data Received ...

Initiatives Linked To Measure

Review Financial Information for All Agricultural Properties

Lazaro Solis

Child Measures Linked To Measure

ACTUAL

GOAL

DATE

updated: never

Objective Name		Owner(s)
Affordable Housing Tax Relief		Frank Jacobs Gloria Lampley Lazaro Solis
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Obtain and Review List of Rent Ristricted Multi-Family Properties	Frank Jacobs Gloria Lampley Lazaro Solis	
Draft Restrictive Covenant Language for Rent Restricted Multi-Family Properties	Frank Jacobs Gloria Lampley Lazaro Solis	Parent Objectives
Prepare and Submit Recommendation to the County Manager	Frank Jacobs Gloria Lampley Lazaro Solis	
Measures		Owner(s)

Learning and Growth

Objective Name		Owner(s)	
Develop Department-wide Training Program		Gloria Lampley Lazaro Solis	
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives	
		Parent Objectives	
Measures		Owner(s)	

